



Local Authority CSP 101 Call Performance Briefing Note

101

101, a national non-emergency number was introduced in March 2014 as the number to call to contact the Police in non-emergency situations only and is the National Single Non-Emergency telephone number used by all UK Police Forces across England, Scotland and Wales. The number was introduced as it had many benefits including:

- It helps communities keep their neighbourhoods safer by giving them one single easy way to contact police to report crime and other concerns that do not require an emergency police response;
- It makes the police more accessible to their communities while reducing pressure on the 999 system and helping to identify and allocate resources where they are needed the most;
- It makes it easier for the public to pass on information about crimes in their neighbourhoods and allow the police to take swift action.

Calls to the non-emergency number 101 from landlines or mobile phones cost 15 pence, regardless of the length of time of the call or time of day. Police Services have always charged for non-emergency related calls and the 15 pence per call charge replaces previous higher charges. The 101 non-emergency number is a not for profit making number.

- 101 performance is separated into a number of call streams behind the Force automated initial access selection point (IVR) where calls into Northumbria Police's 101 line are answered and callers asked to select a number of options:
 - Press 1 - Calls for service (incident or crime report) – Non-Emergency Calls
 - Press 2 – If you know the extension you require
 - Press 3 – For custody enquiries (routes direct to custody)
 - Press 4 – To speak to an operator (Customer Service Centre)

Northumbria Police records 2 main 101 contact streams for demand and performance.

Total 101 contact which includes customer service centre enquiries and 101 Non-Emergency Contact which are the 101 calls requiring police investigative response. The Force target time to answer a 101 call is within 60 seconds.

The below tables reflect 2018 and 2019 performance

NP 101 Call Performance							999 Performance		
	Total 101			101 NE			999		
	Calls	AR	AAT	Calls	AR	AAT	Calls	AR	AAT
2018/19	714,300	90%	60 secs	352,500	93%	50 secs	239,400	100%	11 secs
2019/20	663,312	90%	90 secs	355,400	90%	70 secs	246,450	100%	10 secs

* AR - Answer Rate

* AAT - Average Answer Time

2019/20 **predicted** for Jan to March 2020 based on demand trend

Northumbria Police has seen a 3% increase in 999 contact demand over the past financial year which is similarly reflected across the country. This equates to over 7,000 more 999 calls.

Maintaining this priority 999 demand and performance has led to a slight reduction in 101 call performances.

Overall total 101 contact demand has reduced this year substantially by over 50,000 calls, a reduction of 7%. This is due to improved customer service triage at the point of first call which has seen slight increases in call handling times in order to resolve calls at the first point of contact. Whilst this has seen a slight increase in call answer and waiting times it has led to a substantial reduction in repeat calls and overall volume into the Force combined with high satisfaction rates for contact. Additionally the Force as will be noted below has increased its digital contact platform which is seeing this stream of demand increase month on month.

In terms of the 101 calls requiring a non-emergency service, this demand has increased slightly by close to 3,000 calls more over the year, an increase of just under 1%. Again the answer rates and average answer times slightly reduced in terms of performance as a consequence of a change in approach for customer service and also the knock on effect of increased 999 demand.

As previously mentioned, October 2019 the Force media launched its improved digital and online services including an improved website and online digital webchat services enabling more effective online reporting and contact with the Force. These streams of demand have increased substantially over the past year and add to the conventional telephone demand received by the Force.

In 2019/20 this increased by 50% compared to the previous year. Webchat demand has increased from 600 contacts per month in 2018/19 to 1200 per month 2019/20.

In 2018/19 the Force also received on average 240 e-incident reports per month which increased to 520 per month into 2019/20. This demand is now managed direct by the Force telephone investigation units.

In 2020 the Force will continue to increase its digital capability to enable more contact channel shift to service public requirements and increase effectiveness to meet demand and improve customer service and will also continue to look at ways at

improving its capability to continue to service such high telephone contact demand and maintain target service levels.

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